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North Carolina State Library
Raleigh

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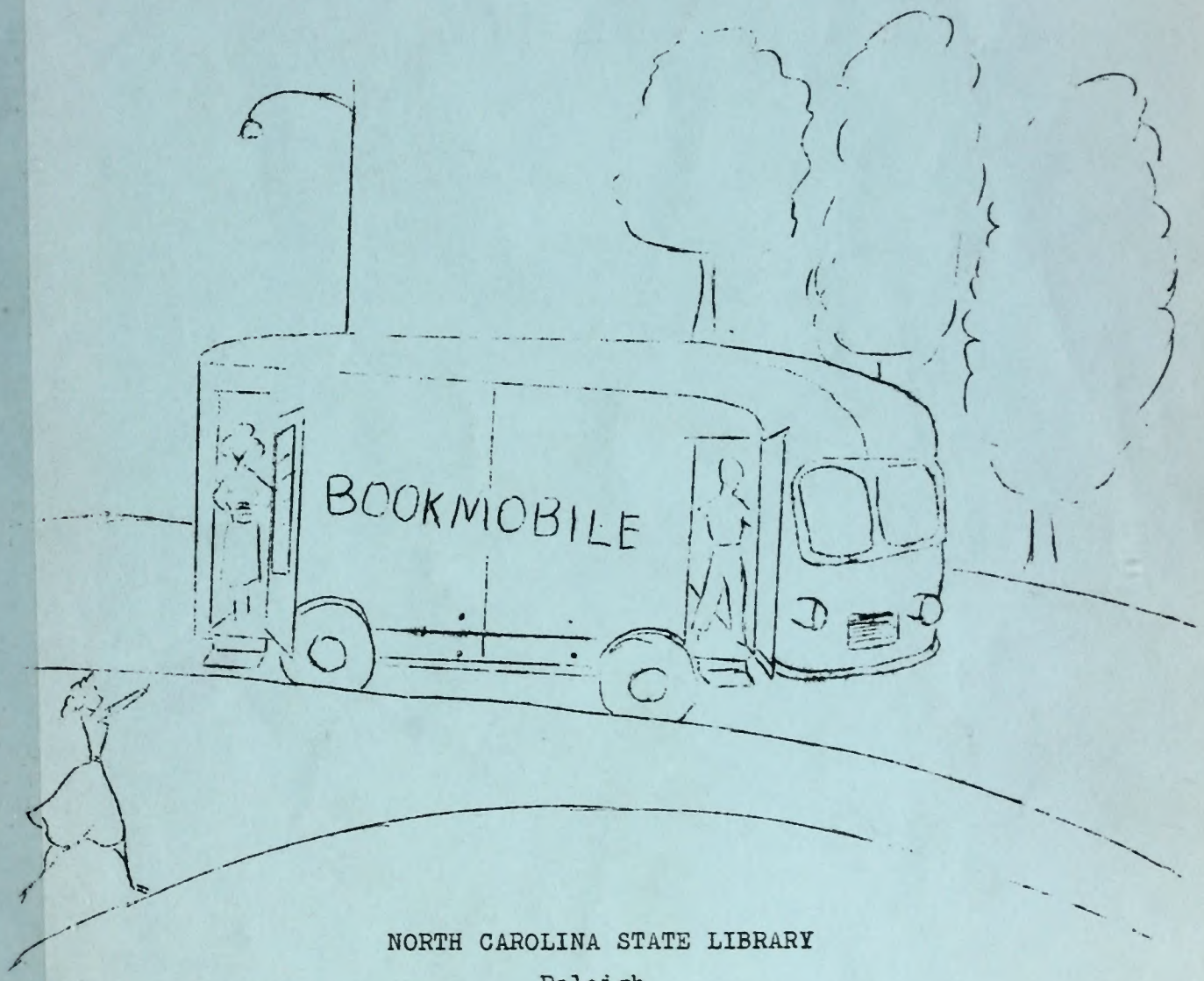
MANUAL OF SUGGESTIONS AND PROCEDURES FOR NORTH CAROLINA BOOKMOBILE SERVICE



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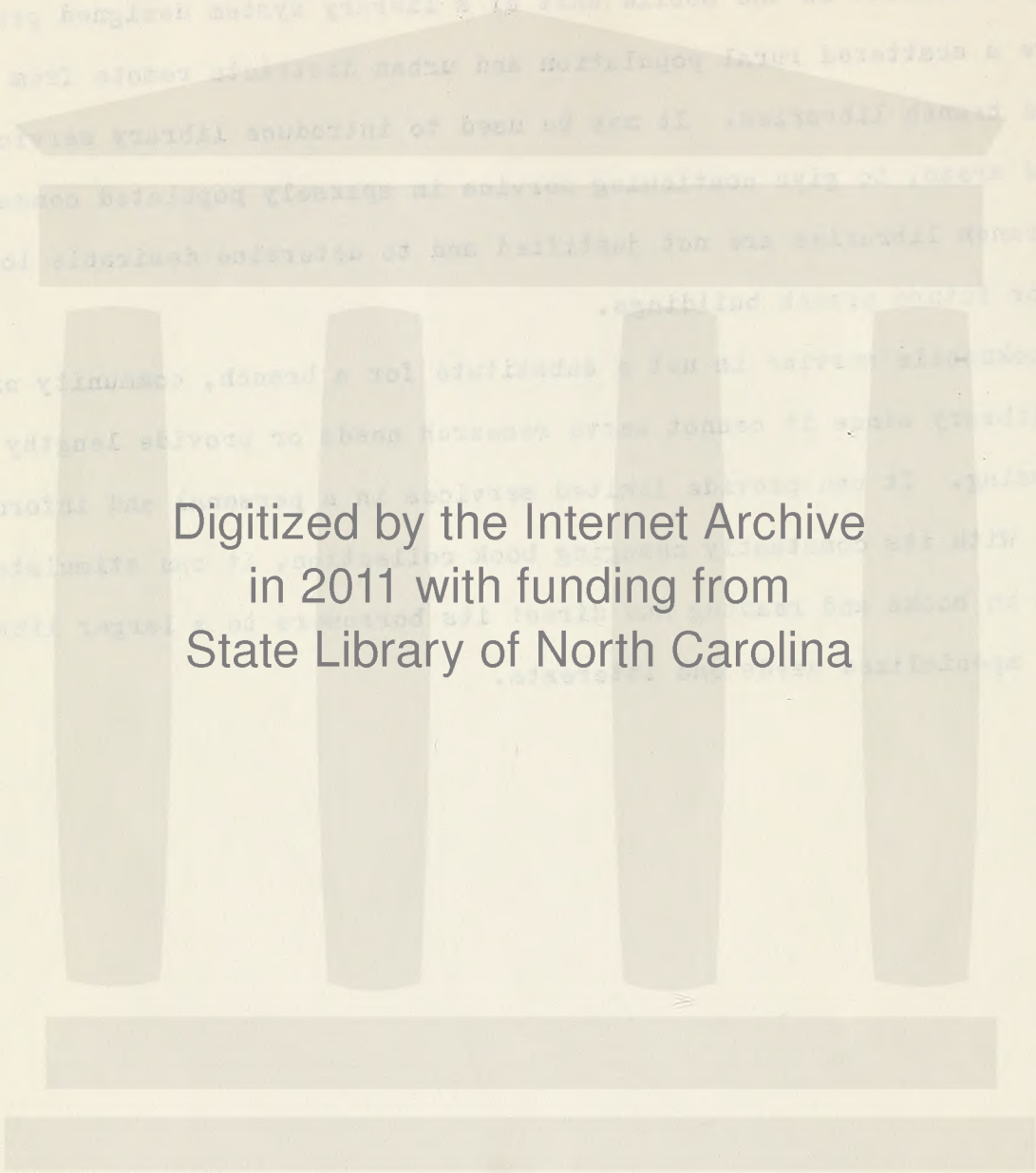
Procedures outlined in this manual are suggestive and will need to be adapted to the needs and conditions existing in each service area.

Role of the Bookmobile

A bookmobile is the mobile unit of a library system designed primarily to serve a scattered rural population and urban districts remote from central and branch libraries. It may be used to introduce library service to unserved areas, to give continuing service in sparsely populated communities where branch libraries are not justified and to determine desirable locations for future branch buildings.

Bookmobile service is not a substitute for a branch, community or school library since it cannot serve research needs or provide lengthy time for browsing. It can provide limited services in a personal and informal manner. With its constantly changing book collection, it can stimulate an interest in books and reading and direct its borrowers to a larger library for more specialized needs and interests.



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Selection of a Bookmobile

The type and size of a bookmobile or mobile library will depend on the geography of the area, the density of the population and the program of service. "The economics of bookmobiles" suggest that they should have a capacity of 3,000 to 4,000 volumes with a minimum stock of 2,500 volumes. The life expectancy of a well-designed and constructed mobile unit is 10 - 12 years or more.

Several makes of bookmobiles should be considered. The State Library can furnish a list of manufacturers of bookmobiles and mobile units who will send representatives to meet with library boards and local automobile dealers to discuss specifications and prices.

When the kind of bookmobile and specifications are decided upon, this information should be given to local automobile dealers so they can submit competitive bids to the library board. Automobile manufacturers will frequently allow a dealer a reduction of from $100 to $200 in the price of a chassis if they know it is for public use. This saving can be passed on to the library.

Local automobile dealers who supply the chassis for bookmobile usually sell it to the library for cost plus handling charges.

Licenses for public vehicles may be purchased for $1.00 plus 50¢ transfer of title.

State Aid to Public Libraries may be used for the initial cost, insurance, maintenance and operation of the bookmobile.

INSURANCE

The North Carolina State Library, through a plan of group insurance, has been able to secure greatly reduced rates for bookmobiles owned and operated by a public library. Many of the libraries have taken advantage of coverage offered by Nationwide Insurance Company. For quotations or further information, write to the North Carolina State Library. Details of coverage are:

Damage by the Bookmobile - Bodily Injury Liability and Property Damage Liability--This protects against suits from the general public resulting from ownership, maintenance, use, or operation of bookmobiles as follows:

*BODILY INJURY	PROPERTY DAMAGE
$25,000 one person each accident	$5,000 each accident damage to other automobile
$50,000 two or more persons each accident	Plateglass windows
Legal Defense	Damage or destruction of property of any description
Attorney Fees	Protection even if claim be false or fraudulent.
Medical First Aid	
Investigation Expense	
Court Costs	
Protection even if claim be false or fraudulent.	

Medical Payments - To pay all reasonable expenses up to $250.00 per person incurred within one year from the date of accident for necessary medical, surgical, ambulance, hospital, professional nursing and funeral services, to or for each person who sustains bodily injury, sickness, or disease, caused by accident, while in or upon, entering or alighting from the bookmobile if the bookmobile is being used by the Named Insured or with his permission.

Collision, damage to bookmobile and other forms of insurance must be carried locally.

*This does not include those people operating the bookmobile. Any injury sustained by employees of the library must be covered by Workman's Compensation which should be carried for all library employees.

SCHEDULING BOOKMOBILE SERVICE

The bookmobile provides public service at the local level, at service points most convenient to people, such as shopping and community centers. It extends the library program to new residential areas in growing cities. Within a city, scheduled stops would be at least two miles distance from any branch unless there are unusual traffic requirements or topographical problems. A stop should be discontinued or reduced in length if after reasonable trial it fails to result in a rate of circulation of one book a minute. Bookmobile service should be given primarily at community stops which serve all ages and only secondarily, if at all, to children at schools. For community stops, favored locations are in residential areas of average or high density, neighborhood store areas, shopping centers, housing projects or other pedestrian centers. As school libraries are becoming more adequate, bookmobile service should be withdrawn and the time gained used for additional community stops which serve all ages.

A large county planning survey map which costs 65¢ can be obtained from the State Highway Department, Raleigh. It shows all roads in the county and the mileage of each and gives the location of all houses, stores, schools, churches, and filling stations. When making schedules for bookmobile service, the Home Demonstration Agent, Farm Agent and Highway Patrolman can be of great assistance. Neighborhood and community stops should be planned rather than house-to-house stops which are expensive, preferential and time consuming. No stop should be less than 30 minutes.

Bookmobiles should be scheduled for fortnightly intervals when possible. Afternoon, evening and Saturday are most worthwhile times for community stops. Adherence to a regular schedule is a prime necessity.

Shifting populations and changing needs make it imperative that bookmobile schedules be constantly revised and that bookmobile librarians keep on the alert for new stops to replace inactive ones and to take care of new communities. It is advisable to plot bookmobile stops on an up-to-date county map every two or three years and to confer with county leaders for suggestions concerning new stops or changes in program which would better meet current needs. Often the purchase of a new and larger bookmobile provides an opportunity to change the type of service (i.e., stop at fewer places for longer periods).

PUBLICIZING THE BOOKMOBILE SERVICE

Handbills left at each scheduled stop will announce the regular trips of the bookmobile. Every organization in the county should have a formal notice of the beginning of bookmobile service along with a copy of the schedule. Revised schedules should be given similar publicity. Newspapers and radios are usually ready to give advanced publicity and then run the schedules each day or week as a public service feature. Mimeographed schedules distributed through the schools have been an effective means of publicity. This supplements regular library publicity.

Posters at each stop give the date and hour of the next bookmobile visit in the community. These posters can be brought up-to-date each trip by pasting a date strip across the proper space on the poster or sliding it through slots in the poster board. A handy size for such posters is about 15" by 24". The date strips may be about 2" by 16". (Frequently "ends" from print shop may be used satisfactorily and secured inexpensively.)

Any change in schedule must be announced well in advance. Unavoidable changes are explained as soon as possible through a notice in the newspapers and over the radio giving the time of the next trip. In areas with difficult winter road conditions, it may be well to have it understood that if the school buses cannot travel, the bookmobile run will be cancelled.

It is important to repeat continually that it is public service, financed by the county and the State.

LIBRARY MATERIALS

Books and other materials for bookmobile use should be selected, retained, and discarded in conformity with the objectives of this part of the service of the library system; should meet high standards of quality in content, expression, and format and should be selected to meet the needs and interests of the people served.

The bookmobile should be able to draw on as large a book stock as possible. In small and medium-sized libraries this will mean the general collection. Systems with large central libraries which develop a separate book collection for bookmobiles the minimum book collection available for each bookmobile should range from 10,000 to 15,000 volumes. All circulating materials in the library system should be available through the bookmobile.

A bookmobile should carry no less than 2,500 volumes. It should carry materials to give quick everyday reference service, e.g. Encyclopedia, Dictionary, World Almanac and a few handbooks. Current periodicals and recordings should be included. At any one time, it should have no more than 1/4 of its books for juveniles, and no more than 1/4 adult fiction. These ratios plus an ever-changing book collection, and provision for supplying any desired title on special request make bookmobile service a stimulating and effective book distributing agency.

New up-to-date books should be ordered for the bookmobile and processed for use as quickly as possible. The reading interests and requests of bookmobile borrowers help determine the selection. Each day's needs and special requests must be considered when the bookmobile is loaded.

Borrowers should be reminded frequently that they may request books and other materials not on the bookmobile and these materials will be brought from other agencies on a subsequent trip or mailed from the central library.

BOOKMOBILE STAFF

A trained librarian should be present at all bookmobile stops. The bookmobile librarian must be able to work successfully and quickly with the wide range in age and reading level among patrons. He or she must have the necessary physical stamina, the ability to meet patrons easily, and sufficient knowledge and love of books to operate without a card catalog. For each bookmobile librarian or driver, there should be another staff member trained and available in case of need.

A bookmobile should have no less than two staff members - a librarian and a driver - for each scheduled trip. Each bookmobile librarian should be scheduled at least one day a week in headquarters for organizing work, filling requests, selecting books, supervising routines and participating in professional activities of the library system. A well-organized program of in-service training should be maintained for the nonprofessional staff.

Tasks and qualifications for bookmobile librarian and driver are as follows:

Bookmobile Librarian

Examples of typical tasks:

Planning, organizing and directing bookmobile service in a given area which will serve the public, stations, libraries, and schools; arranging schedule to cover territory properly; selecting a book collection which will stimulate the best reading interests; registering borrowers; assisting patrons in locating books; recommending books; charging and discharging books; filling individual requests for books and materials; preparing special collections for stations, libraries and schools; instructing custodian; keeping records and preparing reports of the service; making suggestions for new book purchases; maintaining public relations with county officials, groups and organizations; preparing and distributing booklists; preparing newspaper and radio publicity; analyzing local situations; attending professional meetings; and in other ways making the bookmobile service known to the community.

Qualifications:

Professional: Preferred requirements are completion of a four-year course in a four-year standard college or university, or

its equivalent; plus one full year's work in an accredited library school with evidence of satisfactory completion. Minimum requirements are four-year course of study in a four-year standard college or university, including one full year's work in an accredited library school with evidence of satisfactory completion.

Personal: Knowledge of books; enthusiasm for books and the ability to broaden interests and reading desires of individuals; skill in performance of library routines; initiative; orderliness; accuracy; good memory; good health; good judgment; adaptability; patience; tact; ability to get along well with others and meet the public pleasantly; driver's license; ability to speak in public, genuine liking for people; familiarity with problems of human behavior.

Bookmobile Driver

Examples of typical tasks:

Driving a car or truck; knowing the routes and county; following schedule; locking switch at each stop; opening doors or panels so books will be available; assisting the patron to locate books; assisting in charging and discharging books; shelving and straighening books on shelves; assisting in loading and unloading; assisting in filing cards; putting up signs at bookmobile stops; checking and reporting condition of bookmobile.

Minimum qualifications:

Satisfactory completion of high school education, driver's license, good health, judgment, tact, adaptability, ability to get along well with others and to meet the public pleasantly.

LOADING OF BOOKMOBILE

Since there is a difference in the arrangement of shelves on bookmobiles and in the needs of bookmobile patrons in various counties only general recommendations can be made for loading bookmobiles.

When bookmobiles provide over-size sections these are used for large easy books and for other out-size books or recordings.

Front sections near the charging desk offer good space for requests, reference books, snags and books to be mended.

All shelves should be labeled according to use.

Another factor to be considered in loading of the bookmobile is balance. Proper distribution of load weight means less wear on the bookmobile and easier driving. Even distribution for sides, and weight well toward front, is advisable, so any empty shelves will be at the rear of the bookmobile.

Suggested arrangements are:

PLAN A

Separate books in three or four main categories: easy books; juvenile fiction and nonfiction; adult fiction and nonfiction; and teen-age books where the size of the teen-age collection justifies another division.

Shelve easy books in the lower shelves on both sides of the bookmobile; shelve juvenile fiction and nonfiction in the middle shelves on both sides of the bookmobile and shelve adult fiction and nonfiction in the upper shelves. Adult fiction and nonfiction may be interfiled without regard to author or classification number. (This encourages browsing through fiction and nonfiction.) The same interfiling of fiction and nonfiction may be used for juvenile books. Some librarians like to put books on the Home Demonstration lists in separate shelves. Similarly, books for beginning adult readers may be shelved as special collection.

PLAN B

(Usually with larger bookmobiles)

Other libraries find that they expedite the location of subject requests if they shelve the fiction and nonfiction separately in shelf list order. Some libraries use a ribbon arrangement of fiction on one shelf, nonfiction on the next; others assign special shelves to general topics like "Household Arts," "Sports and Hobbies," "Science: Fact and Fiction," "General Information" and group books in these categories.

REGISTRATION

Most county libraries which serve only rural areas do not find it necessary to register bookmobile patrons. County libraries which give bookmobile service to urban centers and/or use charging machines on the bookmobile register their bookmobile patrons.

Bookmobile registration follows the library policies. It is recommended that borrowers under fourteen be classed as juveniles and required to have the signature of a parent or guardian on the registration card. All patrons are required to fill out a registration card the first time they borrow books and to re-register at regular intervals as long as they use the service.

A different color registration card for each year is recommended to simplify re-registration. Registration cards, when returned to the central library, must be numbered, dated and filed. Count the city and county registration separately, but file city and county together to avoid duplication of registration. Some libraries use a "C" preceding registration number to indicate county borrowers. Some libraries use a different letter to indicate the branch where the borrower originally registered.

RULES

Keep the rules for lending books as few and as simple as possible but whenever practical consistent with rules governing the loan of books from other units of the library system. Explain the rules to each new patron and call his attention to the date for the return visit.

CIRCULATION

Two book cards for each book facilitate the handling of books and the keeping of records. The master book card may be white and the other one colored. The second card can probably be purchased inexpensively through a local print shop. Library supply houses also sell colored book cards. A wooden charging tray, single unit to hold 3" by 5" book cards upright, is suitable for carrying daily circulation file. Cards for each trip are arranged in chronological groups according to scheduled stops for the day.

When individuals borrow directly from the bookmobile:

1. The borrower signs the white book card which is taken from the book. This does not apply when a charging machine is used.

2. Books and cards are stamped with date due which is the date of the next scheduled bookmobile stop.

3. The white book card is filed alphabetically behind the name of the stop where the book is borrowed.

4. This file is carried on the bookmobile and when the books are returned the white cards are removed from the file, returned to the book and the book to the shelf--to the reserve shelf, if there is a special request for it.

When books are loaned to stations and branch libraries:

1. The white book card is removed by the bookmobile librarian, stamped with the current date and charged to the station or branch library. These cards are filed alphabetically by author and title behind the name of the station or branch. The date gives the bookmobile librarian a record of when the book was left. Frequently books may be in demand at one station or branch three months or longer and may remain there unless there is a more urgent request.

2. The colored book card is left in the book for use of the station or branch librarian.

At branch libraries the person in charge:

1. Requests each borrower to fill out a registration card when he first borrows books.

2. Requests the borrower to sign the colored book card for the books he desires to borrow.

3. Stamps the book and book card with the date due.

4. Files the colored oards alphabetically by author and title behind date due.

5. Removes colored card from file and replaces it in the book when the book is returned. The book is again ready for circulation unless there is a special request.

The size of loan to individuals depends upon the adequacy of the book collection. In beginning service it may be necessary to limit individual loans to four books each.

Magazines are circulated from the bookmobile when there are requests for special articles in the library copies. Often patrons give magazines for bookmobile distribution, which are not charged and need not be returned.

OVERDUE, DAMAGED AND LOST BOOKS

Policies on these matters must be decided upon by the county librarian and her board. Usually there is no charge for overdue books on the bookmobile nor are overdue notices sent. It has been found that other borrowers in a community are better reminders of books due than overdue notices from the central library. If patrons, however, continue to be lax about returning books on time, overdue notices are sent from the central library.

The borrower pays in proportion to the damage to a book. If it is damaged beyond repair, the purchase price is charged. The borrower pays the purchase price of a lost book.

REQUESTS

Patrons may request specific titles or material on special subjects by filing a request form with the bookmobile librarian, or writing, or telephoning directly to the central library. Materials thus requested may be delivered by the bookmobile or by mail, depending on the urgency of the request.

Books requested and not available in the local collection should be borrowed by the county library from the North Carolina State Library or other known source. Shown on next page are request forms which have been used successfully in several counties. Care is taken to insure correct dating and filing of requests alphabetically by author and title. When more than one request is made for the same book, they are filed chronologically. A typed list of requests posted in the bookmobile is a constant reminder to take those books from circulation and reserve for requests. The request file stays on the bookmobile so each time a book is taken from circulation, the request form can be pulled from the file and put into the book and the book placed on the reserve shelf ready for delivery.

Request for Special Title

Author:

Title:

Borrower's name:
Address:

Information for borrower:

Book on order	Requested from another library
More data needed	Reserve on file
Out of print	Substitute title recommended

To be delivered: To be mailed:

Request for Subject Material

Subject:

Borrower's name:
Address:

Purpose for which wanted:

Wanted by: Child ☐ Teen-ager ☐ Adult ☐
Educational level: H.S.___ College ___ Grammar school___
Knowledge of subject: Beginning___ Average___ Advanced___
Other information:

Information for borrower:

Book on order	Requested from another library
More data needed	Reserve on file
Out of print	Substitute title recommended

To be delivered: To be mailed:

RECORDS AND REPORTS

Records are kept of all books circulated each day.

1. The circulation count is the number of books, pamphlets and magazines lent by the library, the bookmobile, and branch libraries for home reading.

2. Books which are renewed by request are counted again. Automatic renewal of books is not counted.

3. Circulation is not to be estimated. The number of times a book is read within the home is not counted.

4. Circulation of books from library branches is kept separate by the branch librarian and reported to the headquarters library.

The form below includes information necessary for the daily report of the bookmobile librarian. The totals of daily reports are recorded in the circulation record book in the central library.

Bookmobile Daily Circulation Report

	Circulation		DATE
	Adult	Juv.	
Bookmobile stop			Total
Total			

Relationship Between Bookmobile Service and the Established Branch Libraries

The bookmobile is sometimes used to transport books to small branch libraries. By making regular visits to these branches in nonurban centers, the bookmobile can provide a changing collection of books. Branches serving a population of 2,500-4,999 should have a basic collection of 50% of its books and a changing collection of 50%. Branches serving 5,000-9,999 should have a basic collection of 60% and a changing collection of 40%. The exchange of books throughout a library system provides maximum use of materials. Books which have been read in one library may be new to another.

These small branches should serve 3,000 or more people residing within a mile and a half radius. They should be open at regular times for at least 30 hours a week and should provide a reading room and carefully selected volumes of adult and juvenile titles with fiction and nonfiction and a representative reference collection. Small branches with a limited schedule should have 6,000 to 12,000 volumes or 2 books per capita, whichever is larger.

Branch librarians need to keep alert to the reading interests of their patrons in order to assist the bookmobile librarian in making appropriate selections for loan to the branch. Special requests should be mailed to headquarters either for delivery via bookmobile or for mailing when the need is immediate. Books which are not part of the basic collection and have been read out should be selected for return to the bookmobile shortly before its scheduled arrival.

READING GUIDANCE

Because the bookmobile librarian has a friendly, informal relationship with her patrons, she has a unique opportunity to offer reading guidance and to observe the growth of appreciation of books and reading.

A librarian who knows books and who introduces her patrons to them by a few well chosen comments on particular titles can frequently pass on her enthusiasm to the patron. This knowledge of books requires continuous and wide reading and frequent study of library tools such as the FICTION CATALOG. Some bookmobiles carry PATTERNS IN READING or other booklists to aid in reading guidance.

Efficient mechanical procedures are necessary and important; but the really effective bookmobile librarian is one who through her knowledge of books and enjoyment of people helps them to develop reading tastes and abilities.

CHECKLIST OF SERVICE ITEMS TO BE CARRIED ON BOOKMOBILE

Band daters, two

Book cards, colored and white

Book pockets

Bookmobile posters

Charging tray

Circulation file for scheduled trip

Date due slips

First Aid kit

Mending tape

Paper clips

Paste

Pencils, six, well sharpened

Reference Books:

1. Bible
2. Dictionary
3. Etiquette
4. Information Please Almanac
5. One volume encyclopedia
6. World Almanac

Registration cards (blank)

Request card file

Request cards

Request list, posted in bookmobile

Rules and Regulations, copy of

Stamp pads, two

Thermos jug, filled

Thumb tacks

BOOKMOBILE SERVICE
A Selected Bibliography

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